

Captions are WONDERFUL, especially when they are accurate, readable, complete and in place. Unfortunately this is not always the case. At times captions don't match the copy being read by broadcasters. The problem is discovered, the captions disappear, and may not come back on again. As a hearing spouse of a hearing impaired consumer dependent on captions, I must often fill in the gaps when captions are inaccurate, unreadable, incomplete or simply not there. I find as I age that I appreciate captions when comments are obscured by background noise or confused in unfamiliar accents. With more and more people living longer, I can see where the general public may come to appreciate and even demand captions for all programming. Especially needed are captions for late breaking news, special news bulletins, and emergency alerts. With terrorism much in the news, deaf and hard of hearing people are naturally anxious that they will be left 'out of the loop' when emergency bulletins are issued. They can't get their alerts on radio, and so must depend on visual alerts, such as captioned news bulletins on internet or TV. Clumsy captions or no captions at all can mean incomplete info in life and death situations. Live long enough and we'll all lose the keenness of our hearing. Coherent captions matching the broadcast information from start to finish are critical. After all, we can't always assume there will be a hearing person around to interpret what the non-hearing person misses.